

Herefordshire Headway
JOB DESCRIPTION

Job Title Support Worker

Responsible to Sue Lunn

Job Summary

- Assist service users to lead independent lives (dealing with self-care deficits as appropriate) and take part in or lead recreational and social activities as needed

Service/Technical Responsibilities

- Carry out assigned tasks under the direction of the line manager or assigned professional
- Encourage and oversee activities with individuals and groups to enhance the rehabilitation process
- Support and work with individuals, small groups and the whole group, as appropriate both in individuals homes, in the wider community, and in Headway House
- Assist in the maintenance of a safe, warm, clean and comfortable environment
- Assist service users in their hygiene, fluid and food intake, elimination, and other physical needs as required
- Assist, in rotation, with organising a monthly social activity.
- Work as a team member, taking initiative in accordance with safe working practice, and in conjunction with other staff members, and the needs of the service.
- Assist with general fund raising initiatives along with other staff members
- Be aware of and comply with Herefordshire Headway Health and Safety procedures as well the full range of its policies.
- Assist in developing strategies of raising awareness of acquired brain injury and the work of Herefordshire Headway.
- To take direction from and to undertake such other duties as requested by the Herefordshire Headway Manager.

Governance/Quality

- Ensure that the service users' individual rights and choices are actively promoted and supported, and their beliefs and preferences appropriately acknowledged
- Ensure particular care when communicating with service users who have communication barriers
- Keep appropriate up to date records and assist with audits and reviews as required

Managerial Responsibilities

- Take and pass messages verbally and in writing
- Monitor and maintain the cleanliness and tidiness of the environment
- Assist in ordering and maintaining materials and equipment

Education, Training and Development

- Attend mandatory training as required
- Report any unmet training needs in use of procedures or equipment

This job description should be read in conjunction with the contents of the Staff Handbook that will detail general responsibilities applicable to all staff, and policies and procedures which are applicable to each job.